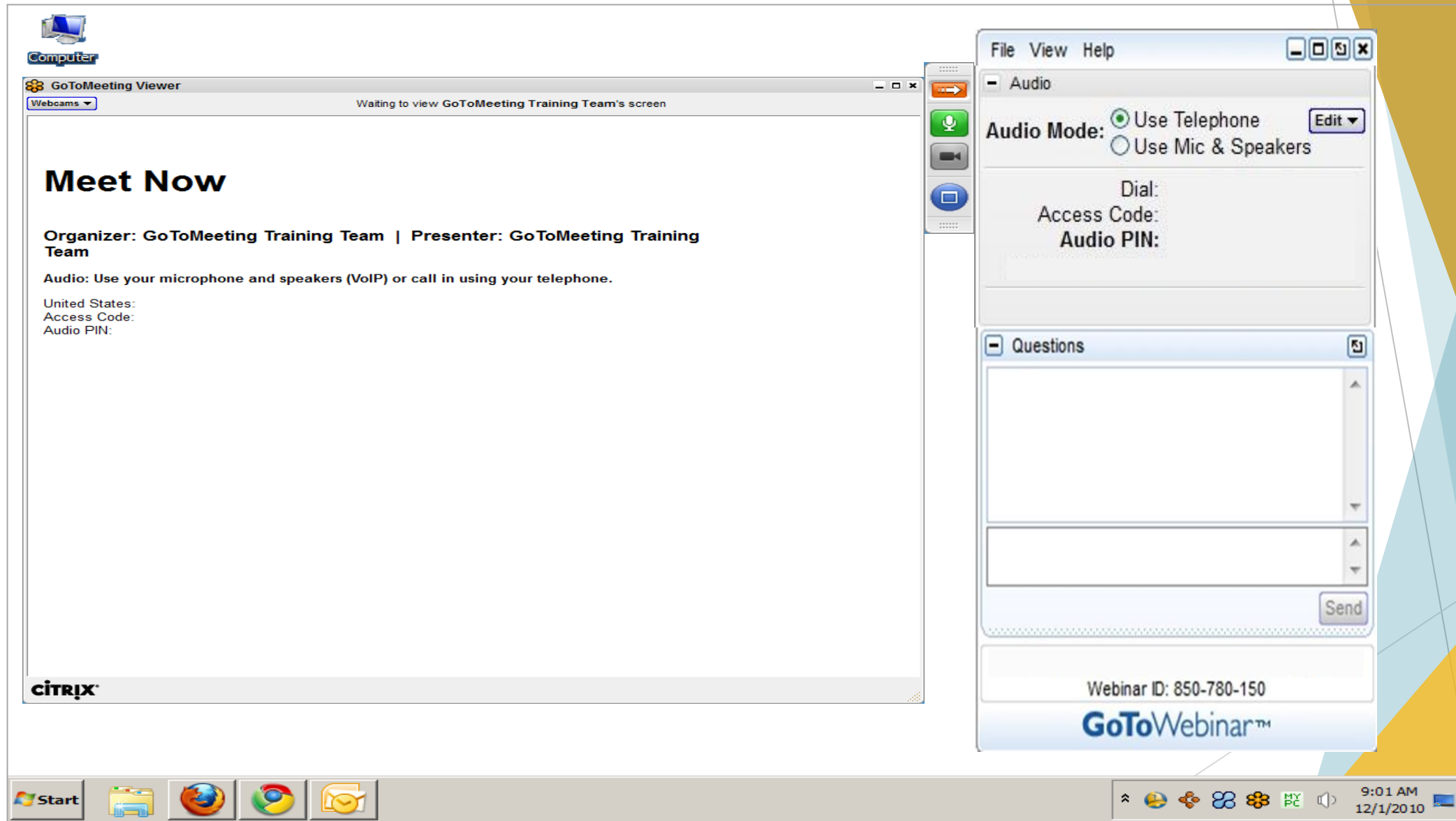




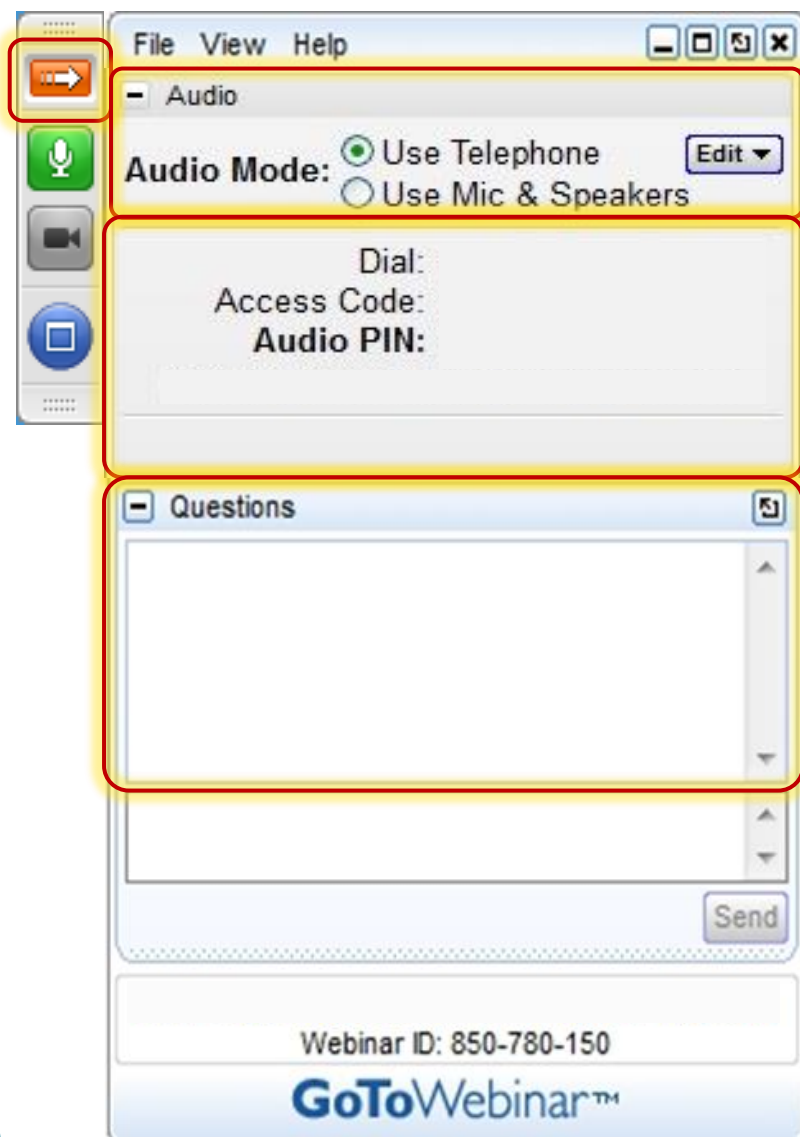
Home Care Services Consumer Protection Act

Stakeholders Meeting
December 10, 2015

The GoToMeeting Attendee Interface



GoToMeeting Control Panel



- Expand & collapse your Panel
- Audio: Use your microphone and speakers **or** Call in by telephone.
 - Select “Use Telephone” **OR** “Use Mic & Speakers”
 - Dial: (646) 307-1720
 - Access Code: 735-919-820
 - Audio PIN: N/A
- Chat/Questions: Submit a question or comment and receive responses

Home Care Services Consumer Protection Act Implementation Team: Executive Team

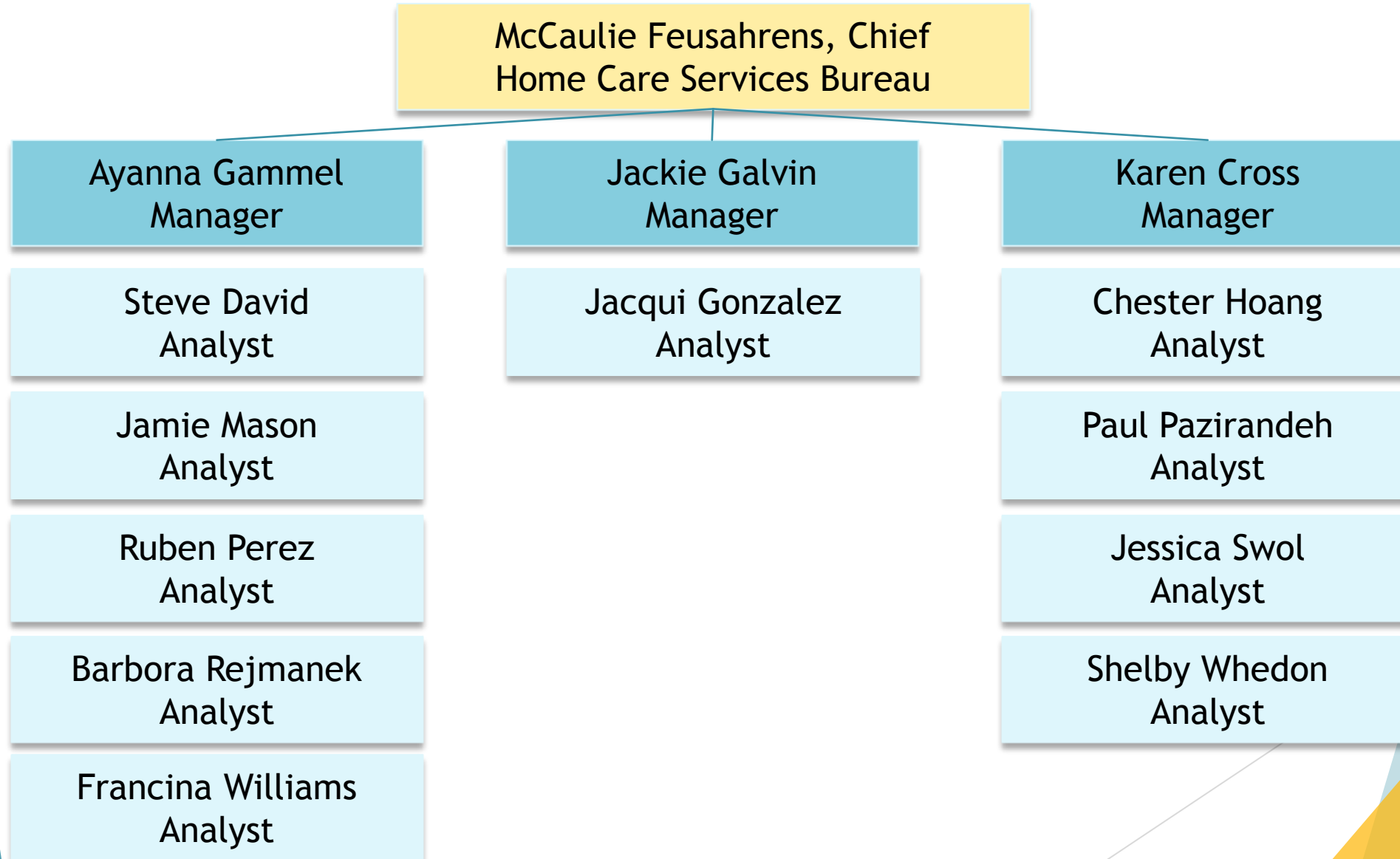
Pam Dickfoss
Deputy Director
Community Care Licensing Division

```
graph TD; A["Pam Dickfoss  
Deputy Director  
Community Care Licensing Division"] --- B["Evon Lenerd, Chief  
Continuing Care Branch"]; A --- C["Kathi Mowers-Moore, Chief  
Central Operations Branch"]
```

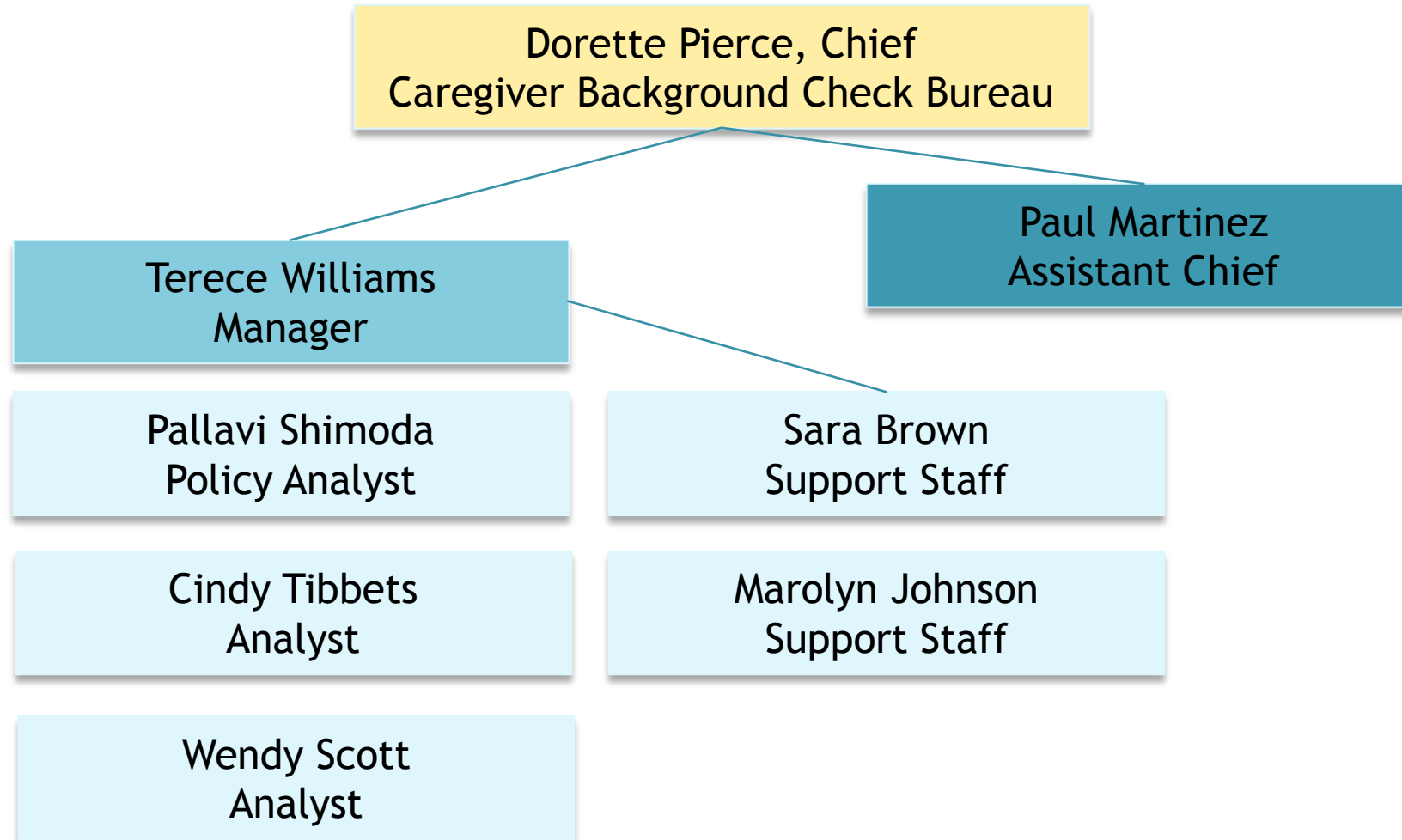
Evon Lenerd, Chief
Continuing Care Branch

Kathi Mowers-Moore, Chief
Central Operations Branch

Home Care Services Consumer Protection Act Implementation Team: HCSB



Home Care Services Consumer Protection Act Implementation Team: CBCB



Objectives

- ▶ Provide updates on implementation
- ▶ Preview updated and new HCO forms
- ▶ HCA application process
 - ▶ Manual and intent spreadsheet
- ▶ FAQs

Updates

Updates

- ▶ Hiring/Program Changes
- ▶ HCO Applications and Intent Forms
 - ▶ Applications Received: 85
 - ▶ Intent Forms Received: 400+
- ▶ HCA Applications and Intent Spreadsheets
 - ▶ Applications Received: 50
 - ▶ Intent Spreadsheets Received: 15
- ▶ Written Directives
- ▶ Fingerprinting/LiveScan Issues

Form Updates

Updated Forms

- ▶ Home Care Aide Registration Application ([HCS 100](#))
 - ▶ Reflects Home Care Services Bureau as mailing address
 - ▶ Removes LiveScan form submission with application package
- ▶ Home Care Organization Surety Bond ([HCS 402](#))
 - ▶ Updated based on insurance/bonding industry input
 - ▶ Reflected to be a surety bond

New Forms

- ▶ Home Care Organization Suboffice Request ([HCS 001](#))
 - ▶ Requires HCO information, suboffice address and designee
 - ▶ Contains questions on how the applicant/licensee will ensure: no full-time staff and no permanently stored records
- ▶ Home Care Organization Inspection Checklist ([HCS 9201](#))
 - ▶ Tool to assist HCOs in preparing for an unannounced inspection

New Forms (cont'd)

▶ Training Log

- ▶ Per request, HCSB will provide in PDF and Excel format for voluntary use
- ▶ Maintenance of a training log is mandatory; however, HCOs are not mandated to use the training log provided by HCSB
 - ▶ HCOs may use any format for the training log they choose provided the topics outlined in Section 90-067 of the written directives are covered

HCA Application Process

HCA Manual Application Process

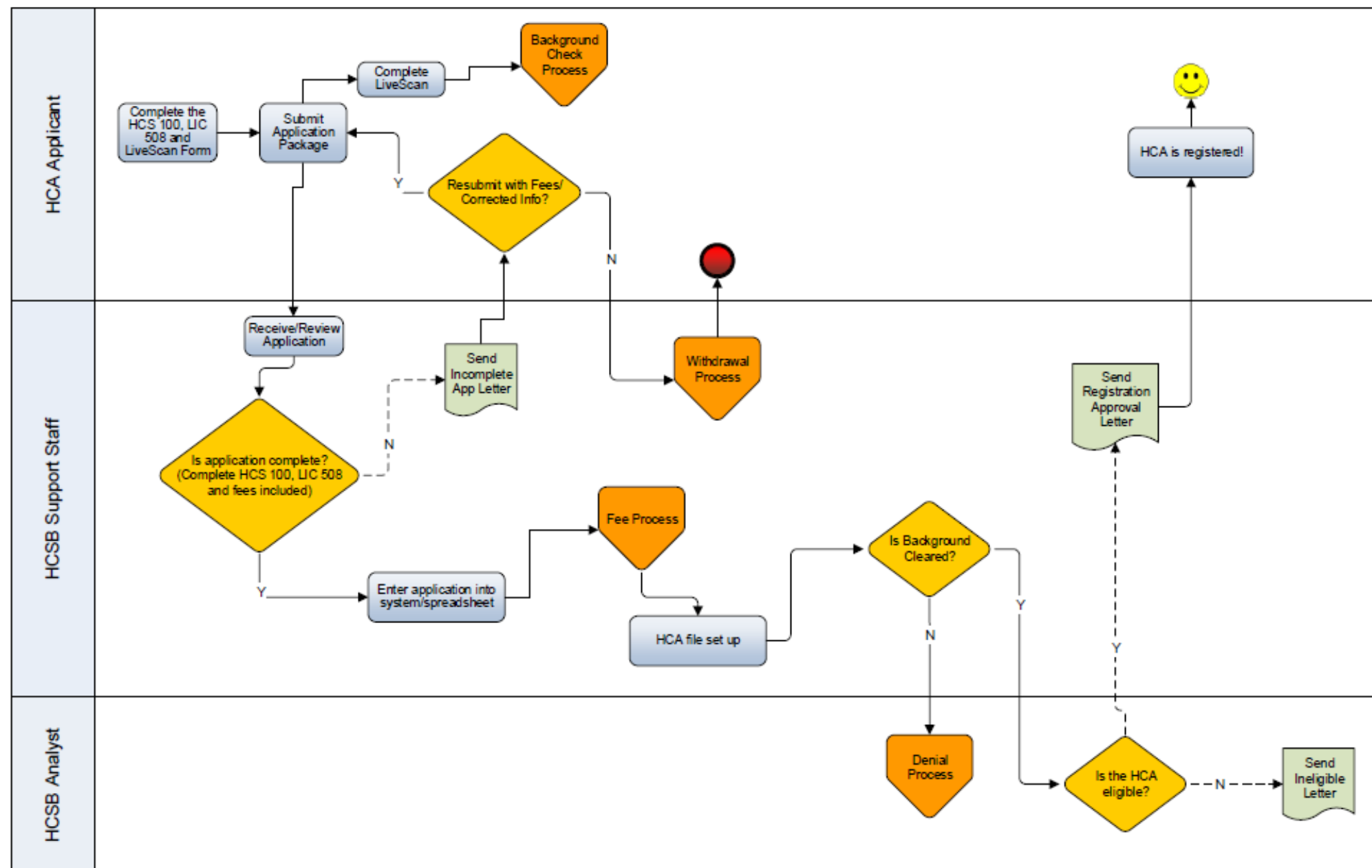
- ▶ HCAs who do not wish to pay via credit card may submit the manual Home Care Aide Registry Application package
- ▶ A complete Home Care Aide Registry Application package includes all of the following:
 - ▶ Home Care Aide Registry Application (HCS 100)
 - ▶ Criminal Record Statement (LIC 508)
 - ▶ Check or Money Order for payment of HCA registration application fee of \$25 (payable to the California Department of Social Services)
- ▶ Complete LiveScan form (LIC 9163) and submit fingerprints
 - ▶ If the HCA has an active criminal record clearance/exemption with the Community Care Licensing Division, a transfer may be requested

HCA Manual Application Process (cont'd)

▶ Next Steps:

- ▶ Follow the instructions on page two (2) of the LiveScan form (LIC 9163)
- ▶ Complete the LIC 9163 and submit fingerprints
 - ▶ Affiliated HCAs - ensure that the HCO number is reflected in Section 6 and the employer information is reflected in Section 7
 - ▶ Independent HCAs - ensure that the Home Care Aide Registry number (349855555) is reflected in Section 6
- ▶ Find an approved California Department of Justice LiveScan operator to submit fingerprints

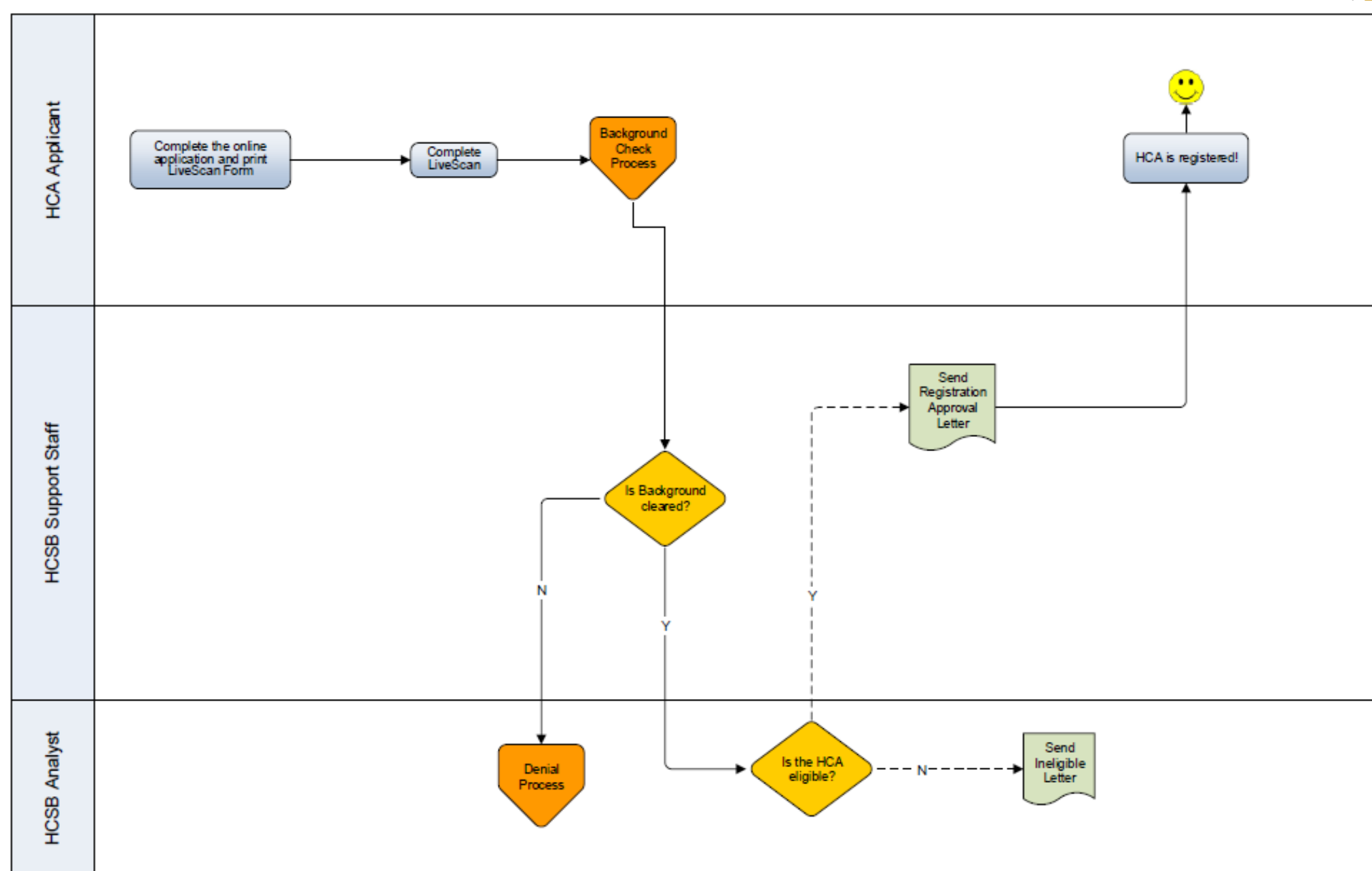
Draft HCA Manual Application Flow



HCA Intent Spreadsheet

- ▶ The HCA application intent spreadsheet (HCS 500A) is available via email
 - ▶ Please contact HCSB to request spreadsheet
- ▶ Ensure that you email your completed spreadsheet in Excel format - not pdf format
 - ▶ Email to: HCSBApplications@dss.ca.gov
- ▶ FAQs on training and TB columns
 - ▶ HCSB will verify all training and TB requirements during inspection

Draft HCA Online Application Flow



FAQs

FAQs

- ▶ What if...
 - ▶ HCOs have forgotten or not included HCAs on the HCS 500A before 1/1/2016?
 - ▶ After 1/1/2016, HCAs not included on the HCS 500A cannot provide services until registered.
 - ▶ Registry is not live on time and HCOs have newly hired HCAs?
 - ▶ HCAs can elect to go through the manual application process; however, they cannot provide services until registered.
 - ▶ HCOs submit intent forms (HCS 200A and HCS 500A) on 12/31/2015 but do not receive a confirmation by 1/1/2016?
 - ▶ HCOs may continue to arrange for services as HCSB will accept all intent forms sent via email or postmarked on or before 12/31/2015. It is recommend that HCOs maintain a copy/record of the date sent via email or mail.

FAQs (cont'd)

- ▶ What if...
 - ▶ HCOs have amendments to HCO application?
 - ▶ The Home Care Services Analyst (HCSA) assigned to the HCO will work with the HCO applicant on amendments to their application.
 - ▶ HCO applicant requires a criminal record exemption, will the HCO be able to operate until the exemption is complete?
 - ▶ If a HCO applicant submits an intent form (HCS 200A) or application on or before 12/31/2015, the HCO may continue operating until the criminal record exemption is granted or a denial is issued.

FAQs (cont'd)

Application Activity Timeline

	Intent Due Date	Application Package & Fees Due Date	Components that need to be completed by 7/2/2016
Home Care Organizations	HCS 200A 12/31/2015	3/1/2016	All licensing requirements (including verification of HCA TB and Training)
Affiliated Home Care Aides	HCS 500A 12/31/2015	60 days after Registry launches and is available online	Registration (including completed background check)

References

- ▶ Home Care Services Bureau
<http://www.cclld.ca.gov/PG3654.htm>
- ▶ Caregiver Background Check Bureau
<http://www.cclld.ca.gov/PG399.htm>
- ▶ Health and Safety Code
http://leginfo.legislature.ca.gov/faces/codes_displayexpandedbranch.xhtml

Acronyms

Acronym	Term
AB	Assembly Bill
CBCB	Caregiver Background Check Bureau
CCLD	Community Care Licensing Division
CDPH	California Department of Public Health
CDSS	California Department of Social Services
DDS	Department of Developmental Services (California)
DOJ	Department of Justice (California)
DRA	Domestic Referral Agency
EM	Evaluator Manual
FAQ	Frequently Asked Questions
H&SC	Health and Safety Code
HCA	Home Care Aide
HCO	Home Care Organization
HCS	Home Care Services
HCSB	Home Care Services Bureau
HCSCPA	Home Care Services Consumer Protection Act
IHSS	In Home Supportive Services
LPA	Licensing Program Analyst
RO	Regional Office
SB	Senate Bill
TL	TrustLine

Contact Us

For more information regarding the Home Care Services Consumer Protection Act, please contact the Home Care Services Bureau by e-mail at HCSB@dss.ca.gov or by telephone at (916) 657-3570.